



Arizona @ Your Service

Arizona Department of Insurance (DOI): Common Licensing System

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Arizona Department of Insurance (DOI): Common Licensing System

**For ease and efficiency in
license management**

**Complex requirements,
high volumes**

The Arizona Department of Insurance manages some 110,000 state licensees,

each of which must renew a license every 48 months. Typical of many state agencies, resources are scarce and under heavy pressure. Yet given the potential impact on state consumers and businesses, this work must be handled quickly and efficiently.

**Managing complexity with
efficiency**

DOI sought help from GITA and the Arizona Portal team and together, they developed an effective way of managing their task. They determined that the DOI solution should be based on extensive work done earlier for the Arizona Department of Real Estate (DRE), which serves as the model for other professional on-line licensing renewal applications throughout the state. However, since there are substantial differences between the needs of DRE and DOI, considerable new development was required to ensure that the needs of DOI and its clients were adequately met.



The results

Working together, DOI and the Arizona Portal team are developing the DOI on-line licensing renewal system. It will provide a robust, secure on-line renewal system that will easily and efficiently enable insurance providers and insurance agencies to meet state licensing requirements simply by using the Internet. The solution will manage some 25 different "lines of authority" and incorporate two different eight-page forms which will coordinate with the National Association of Insurance Carriers.

Some additional details

The complex nature of DOI requirements includes other factors that necessitate considerable customized work to deliver an effective solution. The end result will give licensees the ability to access DOI licensing renewal application information; input updated renewal information, including changes of address; enter credit card information to pay licensing renewal fees; and receive a printed receipt upon completing the transaction. It also is expected to reduce late renewals, give the DOI automatic

updates and facilitate printed copies of applications and receipts for appropriate accounting reports of credit card transactions. This will enhance DOI's productivity and enable the agency to provide better and faster service to its customers.

This new application of the Common Licensing System represents a highly sophisticated, automated solution for DOI at approximately the same cost required for prior manual processes, while reducing paper work and paper files and forms.

What the Customer Said

"The team [GITA and Arizona Portal] has done a really good job of meeting commitments and obligations to the project throughout development."

Eugene Glover, CIO, DOI

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation
Motor Vehicle Division
- Arizona Government Information
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

